



International News

From our corner of the world to yours.

EFFECTIVE COMMUNICATION WITH THE CUSTOMER

The ability to effectively communicate with the customer goes a long way towards the success of any international move. Keep the lines of communication open. That in turn will help you to be aware of any potential problems that need to be addressed.

Some general communication guidelines for you and your crews:

- Communication is two-way. Talk and listen.
- Be courteous and respectful.
- Introduce yourself and your crew to the customer.
- Encourage the customer to ask questions.
- Let the customer know what you are doing and why.
- Ask the customer about any procedures that need to be followed and/or any items that need special attention.
- Do not provide false expectations to the customer. Be open and honest.
- Make sure you are not offending the customer with your actions or language.

As in all service oriented businesses, problems will come up from time to time. This is where your professionalism can shine through. Stay calm. Keep the lines of communication open and reassure him/her that you are doing everything to resolve the problem. Your communication skills play an important role in your ultimate goal of customer satisfaction. Please call us if you have any questions.

National Van Lines has the expertise and world-wide contacts to provide you with the highest quality, most complete and competitive International relocation service available in the industry today. If you are ready to create a strong partnership with a company that cares about **Moving Memories, By Land, By Sea, By Air...Everywhere, look no further!**

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